

Total Vehicle Work Orders Closed - Fleet Sedan Shop Office of Management & Budget

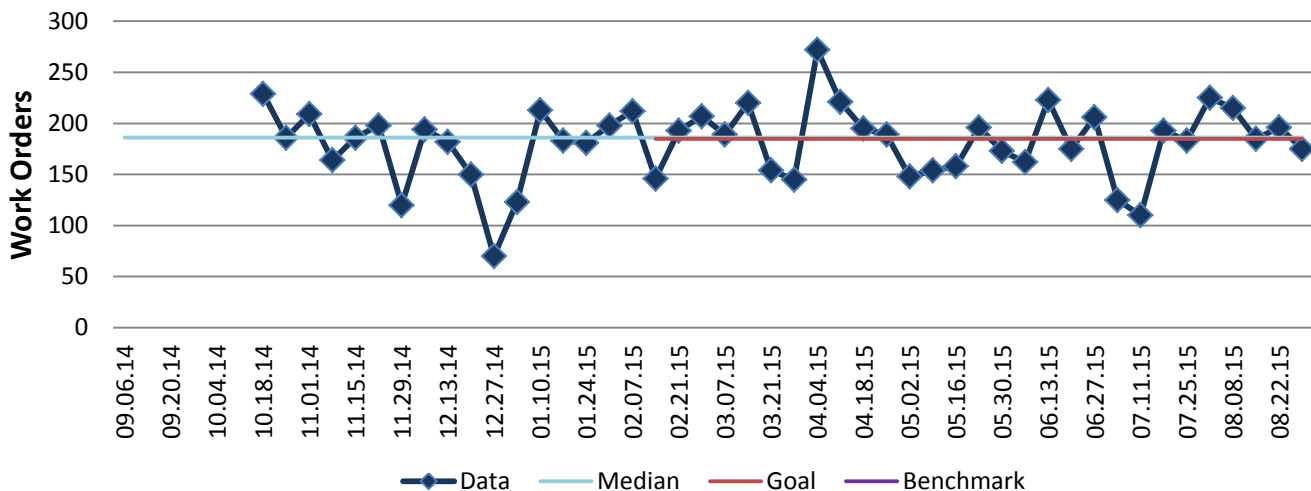


KPI Owner: Matt Maskey

Process: Vehicle Repair

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD Goal: Compared to no baseline, complete more than 185 work orders in a week Benchmark: TBD		Data Source: Sedan Shop KPI Workbook Goal Source: Fleet Management Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Each data point represents a weekly count of the number of work orders completed. Why Measure: To understand the workload of Fleet Next Improvement Step: TBD		
How Are We Doing?					
08.31.14-08.29.15 12 Month Goal	08.31.14-08.29.15 12 Month Average		08.23.15-08.29.15 Goal	08.23.15-08.29.15 Actual	
185	184		185	175	
Work Orders	Work Orders		Work Orders	Work Orders	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.